

PSC Consumer Connection



Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

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Public Information & Education Department

PSC to Hold Public Hearings on Proposed Rules Permitting Electric Utilities to Change Rates in Response to Changes in Fuel and Purchased Power Costs

The Missouri Public Service Commission will hold six public hearings across the state seeking comment on proposed rules which would permit electric companies to change rates, through implementation of a surcharge, in response to changes in the company's fuel and purchased power costs.

The Commission is considering proposed rules that would implement the Electric Fuel and Purchased Power Adjustment Clause (FAC) portion of Senate Bill 179.

Hearings will be held:

August 22, 2006

Kansas City: 11:00 - 11:30 am: Information Session
11:30 am - 3:00 pm: Hearing
Kansas City Missouri Library
Helzberg Auditorium - 14 W. 10th Street

Grandview: 6:30 - 7:00 pm: Information Session
7:00 - 10:00 pm: Hearing
Grandview High School Library
13015 10th Street

August 23, 2006

St. Louis: 12:00 - 12:30 pm: Information Session
12:30 - 3:00 pm: Hearing
Eric P. Newman Education Center
Seminar Room A
660 S. Euclid Avenue

Overland: 6:30 - 7:00 pm: Information Session
7:00 - 10:00 pm: Hearing
St. Louis County Library
8400 Delport Drive

August 29, 2006

Cape Girardeau: 6:30 - 7:00 pm: Information Session
7:00 - 10:00 pm: Hearing
Southeast Missouri University
John Glenn Auditorium, Dempster Hall
Corner of Henderson & New Madrid

September 6, 2006

Joplin: 6:30 - 7:00 pm: Information Session
7:00 - 10:00 pm: Hearing
Missouri Southern State University
Webster Hall
3950 E. Newman Road

WHEN TO CALL THE PSC

The Public Service Commission regulates investor-owned utility services in Missouri (electric, natural gas, steam, telephone, water and sewer). If you have a problem with billing issues or the quality of service provided by your utility company, contact the company and explain your problem. Make sure to provide all the facts necessary to support your complaint. If you do not hear from the utility within a reasonable time, or if you are not satisfied with the utility's action, contact the Missouri Public Service Commission at 1-800-392-4211. The Commission does not have authority to regulate the rates set or service provided by municipal utilities or electric cooperatives. However, it does have jurisdiction regarding safety issues.

WHAT TYPES OF COMPLAINTS ARE HANDLED

PSC consumer service specialists handle more than 12,000 calls a year and saved Missouri consumers involved in utility-related problems more than \$400,000 last year.

Here are some examples of the types of problems PSC consumer services specialists can help you with:

- * improper termination of your utility service
- * incorrect or unauthorized charges on your utility bill
- * problems with reading your meter
- * customer deposits for utility services
- * poor quality of service
- * high bill complaints
- * problems with delayed connection of service
- * problems with back billing

HOW YOU CAN HELP

Before your complaint can be investigated, PSC Consumer Services staff need the following information:

- * Your name, street address/or box number, city, county, and zip code
- * The name of the utility and your account number
- * The complete facts of your complaint
- * The action the utility took on your complaint

Some Tips for Energy Conservation

Summer has arrived and air conditioners have been turned on. Now is an excellent time for consumers to evaluate ways to save on their energy bills.



Cooling and heating your home makes up about 45 percent of your utility bill. But, there are all kinds of things you can do around the house to cut down on energy use.

For example, a do-it-yourself home energy audit can show you problems that may, when corrected, save you significant amounts of money over time.

For more information, contact the Missouri Public Service Commission at 1-800-392-4211.

Ways To Conserve Energy

- * Don't constantly move the thermostat up or down throughout the day; this wastes energy and money.
- * Use ceiling fans to help assist in cooling.
- * Turn off lights when they are not in use and consider installing compact fluorescent light bulbs whenever possible.
- * Make sure your air conditioner filters are clean. A clogged filter will cause the unit to run more often – and cost you more money.
- * Plug air leaks around doors, windows and fire-place.
- * Make sure furniture and draperies are not blocking cooling outlets. Blocked outlets restrict air circulation, overworking the cooling equipment and increase operating costs.
- * Close drapes and blinds during the day to keep the sun from heating your home.
- * Use clothes dryers or dishwashers in the early morning or evening.
- * Use a microwave instead of an oven to cook meals.

Conserve Energy While Cooking and Cleaning

- * Use your microwave, toaster oven or slow cooker. They use half the energy of a regular oven and will keep your kitchen cooler.
- * If you cook on a stove, cover pans and use exhaust fans periodically, as required, to reduce indoor humidity.
- * Wash clothes in cold water with a cold water detergent. If washing less than a full load, set the water level accordingly to suit the size of the load -- you'll save energy and water.
- * Dry laundry on a line to avoid using the clothes dryer. You can put the laundry in the dryer when it's almost dry. Add a sheet of fabric softener to take out the stiffness in the clothes. Clean the lint filter in the dryer after every use.
- * Try to wash only full loads in the dishwasher and use the short cycle. Except for the dirtiest dishes, short cycles work just as well but use less energy.
- * Clothes dryers and dishwashers produce a lot of heat. Use them in the early morning or the evening, not in the heat of the day.

The Missouri State Fair is coming soon!!

August 10-20, 2006

**Visit our booth in the air-conditioned
Mathewson Building**

For printed materials regarding a number of consumer issues or copies of this newsletter, please call 573-751-7491 or email joyce.neuner@psc.mo.gov

Who to Contact: Missouri Public Service Commission
Consumer Hotline **1-800-392-4211**
or email: pscinfo@psc.mo.gov

Mail your inquiry or complaint to:
Missouri Public Service Commission
Consumer Services Department
P.O. Box 360
Jefferson City, MO 65102



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